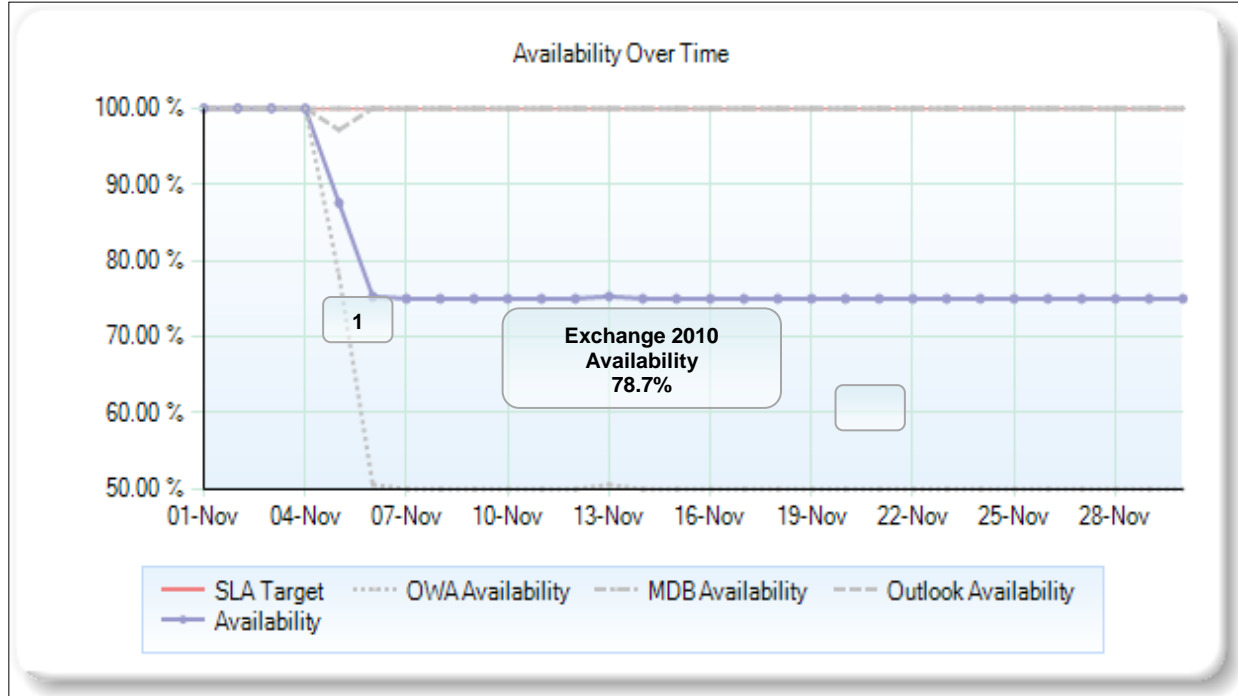




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Service Level Agreement Dashboard November 2013 Availability Exchange 2010



Comments:

1. Outlook authentication issues.
Cause: Microsoft software error
Remedy: fixed with several patches applied to Exchange and Active Directory.

Message Filtering

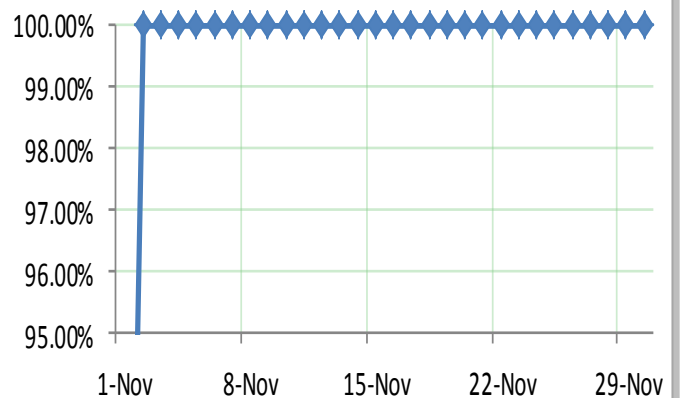
Category	Items
Volume of email traffic	50,944,414
Blocked messages from internet	45,153,426
Viruses detected	525

IronPort Availability
100%

Secure Email Service

Secure Email Availability
99.9%

The Vault



WaServ Availability
100%



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Agency Information

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Board for Volunteer Firefighters and Reserve Officers	8	385	5	2		
Caseload Forecast Council	13	805	11	17		
Commission on African American Affairs	5	938	4	3		
Commission on Asian Pacific American Affairs	4	535	7	7		
Commission on Hispanic Affairs	7	1236	4	9		
Commission on Salaries	1	57	2			
Consolidated Technology Services	415	83093	1108		14	1
Department of Agriculture	953	61985	1197	1010	7	2
Department of Archaeology and Historic Preservation	33	5171	49	193		1
Department of Commerce	515	47483	448	191	2	2
Department of Corrections	9680	951520	11434	5350	8	
Department of Early Learning	335	64558	477	671	3	1
Department of Ecology	1996	624133	3		7	
Department of Enterprise Services	1780	229001	1427	1756	5	2
Department of Financial Institutions	354	43454	536	1300	6	1
Department of Fish and Wildlife	1962	306887	2838	5650	4	
Department of Health	12	108	21	1		
Department of Labor & Industries	3542	307824	4820	3125	4	1
Department of Licensing	3019	193804	2408	497	3	
Department of Natural Resources	1853	514291			3	
Department of Revenue	1449	171628	1428	921	4	1
Department of Retirement Systems	362	40105	353	132	4	1
Department of Services for the Blind	178	19583	106	134	1	
Department of Social and Health Services	20919	5086528	961	645	23	
Department of Veterans Affairs	600	49313	907	185	2	
Economic and Revenue Forecast Council						
Employment Security Department	2549	227886	4610	3200	3	
Environmental and Land Use Hearings Office	26	2704	18	4		
Fire Commissioner's Association	7	2445	6	4		
Governor's Office of Indian Affairs	3	601	2	4		



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Health Care Authority	1517	256370	1591	885	6	3
Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Human Rights Commission	43	3712	55	41	3	
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	11	1551	15	6		
Liquor Control Board			2		1	
Military Department	546	64501	552	570	1	
Office of Administrative Hearings	280	30135	305	51	1	
Office of Civil Legal Aid	5	537	1	2		
Office of Financial Management	837	106742	891	1119	3	
Office of the Insurance Commissioner			429	431		
Office of the Attorney General	930	168198	744	1250	9	
Office of the State Treasurer		11679	70	54	2	
Others	122	23589	12		31	
Public Employment Relations Commission	43	16780	1			
Recreation and Conservation Funding Board	107	16674	82	223	1	
State Board of Accountancy	17	4652	2			
State Investment Board	110	25086	111	282	2	
Traffic Safety Commission	39	6491	26	18		
Transportation Improvement Board	13	1517	12	8		
Utilities and Transportation Commission	316	108198			6	
Washington State Gambling Commission	220	36402			2	
Washington State Lottery	196	7705	230	35	4	
Washington State School Directors	48	5467	44	38	2	
Total	57980	9934047	40365	30024	177	16

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	210	146
Number of tickets closed within 24 hours	70	
Percentage of tickets closed within 24 hours	36%	
Continuous Improvement		
Number of successfully completed requests for change	193	

*INFRA ticket anomalies removed to reflect more accurate average